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Information Disclosure Statement By Applicant	Applicant: Lokuge et al.	
(Use Several Sheets if Necessary)	Filing Date August 8, 2001	Group 2171



### U.S. Patent Documents

Examiner Initial	No.	Patent No.	Date	Patentee	Class	Sub- class	Filing Date
	A						
	B						
	C						
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### Foreign Patent or Published Foreign Patent Application

Examiner Initial	No.	Document No.	Publication Date	Country or Patent Office	Class	Sub- class	Translation	
	J						Yes	No
	K							
	L							

### Other Documents

Examiner Initial	No.	Author, Title, Date, Place (e.g. Journal) of Publication
92	M	Printed from website <a href="http://www.liveperson.com">http://www.liveperson.com</a> on January 28, 2002, 1 Page
1	N	Printed from website <a href="http://www.e-comsupport.com">http://www.e-comsupport.com</a> on January 28, 2002, 1 Page
1	O	Printed from website <a href="http://www.egain.com">http://www.egain.com</a> on January 28, 2002, 1 Page
92	P	Printed from website <a href="http://www.livehelper.com">http://www.livehelper.com</a> on January 28, 2002, 1 Page
Examiner	GARG	
	Date Considered	8/5/2005

Examiner: Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.